

QUALITY ASSURANCE SURVEILLANCE PLAN

NONPERSONAL SERVICES FOR

GENERAL SERVICES SUPPORT

FOR

TELEMEDICINE AND ADVANCED TECHNOLOGY RESEARCH
CENTER (TATRC)

FT DETRICK MD

**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)
CONTRACT NUMBER**

Purpose

This Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document used to ensure that systematic quality assurance methods are used in the administration of the Performance-Based Service Acquisition (PBSA) standards included in this contract. The intent is to ensure that the Contractor performs in accordance with the performance standards/acceptable quality levels contained in the performance work statement; that the Government receives the quality of services called for in the contract; and, that the Government only pays for the acceptable level of services received.

Scope

It is important to understand the responsibilities of the parties and distinguish between the quality control plan and the QASP. The contractor is responsible for managing and developing a quality control plan to meet the quality standards established in the performance work statement (PWS). The QASP is put in place to provide the **Government** surveillance and oversight of the contractor's efforts in fulfilling the terms of the contract. The QASP is not part of the contract nor is it intended to duplicate the Contractor's quality control plan. The Government may provide the Contractor with an information copy of the QASP to support the Contractor's efforts in developing a quality control plan that will interrelate with the QASP.

Government Resources

The following personnel will implement all surveillance activities:

Contracting Officer - The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that assures the Contractor receives impartial, fair and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Assigned Contracting Officer:

Telephone Number:

Email Address:

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Contract Specialist/Purchasing Agent - is responsible for technical administration of the contract and assures receipt of all proper Government surveillance documentation is received and in the file from the Contracting Officer's Representative (COR).

Assigned Contract Specialist/Purchasing Agent:

Telephone:

Email Address:

Contracting Officers Representative (COR) - The COR provides detailed technical oversight of the Contractor's performance and reports his or her findings to the Contracting Officer in a timely, complete and impartial fashion to ensure the Government receives the services procured in accordance with the PWS. While the COR may serve as a direct conduit to provide Government surveillance and feedback to the Contracting Officer on the Contractor's technical performance, he or she is not empowered to make any contractual commitments or authorize any contractual changes on the Government's behalf. Any changes that may affect contract price, terms, or conditions shall be referred to the Contracting Officer for action.

Assigned Contracting Officer's Representative (COR): Greg Dempsey

Telephone Number: 301 619-4203

Email Address: greg.dempsey@tatrc.org

Methods of QA Surveillance

The methods of surveillance listed below shall be used in the administration of this QASP.

COR Observations - Indicates that the Contracting Officer's Representative will be responsible for monitoring the Contractor's performance in meeting a specific performance standard/acceptable quality level.

Reports - In the case of a written deliverable, COR Review will consist of **100% inspection** of the specific deliverable and supporting documentation.

Day to Day support activities - COR Review will consist of **periodic inspection** or **random monitoring**. In addition, the COR will complete the QASP checklist monthly and file a copy in the TATRC contract file. COR will annotate date of check in comments section of file record in EDMS.

Customer Feedback - Customer feedback may be obtained either from the results of formal customer satisfaction surveys or from random customer complaints. Customer complaints, to be considered valid, must set forth clearly and in writing the detailed nature of the complaint, must be signed or emailed and forwarded to the PM or COR who will assess the validity of the complaint and retain it in a documentation file. The PM shall also keep the tabulated results of all customer satisfaction surveys on file. The results of all monitoring activity shall be documented on the Surveillance Checklist or

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Activity Summary Form. This form will be developed by the requiring activity and provided to the Contracting Officer on a monthly basis.

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The specific surveillance method for each performance standard and acceptable quality level is listed in the "Monitoring Method" column of the Performance Requirement Summary (PRS) as follows:

Performance Requirement Summary (PRS). The Government will assess the contractor's performance compliance based on the following:

2.0. SERVICE DELIVERY SUMMARY

Service Delivery Summary	Performance Requirement	Para Numbers	Acceptable Quality Level	Surveillance Method
SDS1. Provide Program Manager Support Services	Provide contractor management support and information to COR as required. Recruit, hire train staff as required	1.2.1	98% compliance.	COR Observation
SDS2. Team Lead	Perform duties as needed and supervise on-site contractor employees to insure contract requirements fully met.	1.2.2	98% compliance.	COR Observation
SDS3. Provide Executive Admin Support	Provide Executive Administrative Support Services to TATRC HQ staff as required.	1.2.3	98% compliance.	COR Observation
SDS4. Provide General Administrative Support	Provide General Administrative Support to TATRC staff and external entities as needed.	1.2.4	98% compliance.	COR Observation
SDS5. Provide Financial Management Support	Provide General Financial Management Support to TATRC staff and external entities as needed.	1.2.5	98% compliance.	COR Observation
SDS6. Provide Program Management Analyst Support	Provide Program Management Analyst support to TATRC staff and external entities as needed.	1.2.6	98% compliance.	COR Observation
SDS7. Provide Human Resource /Personnel Support	Provide General Human Resource/Personnel Support to TATRC staff and external entities as needed.	1.2.7	98% compliance.	COR Observation
SDS8. Provide Logistics Engineering Support	Provide General Logistics Engineering Support to TATRC staff and external entities as needed.	1.2.8	98% compliance.	COR Observation
SDS9. Legislative and Defense Committee Process Support	Provide information services on congressional authorization and appropriations, focusing on health care policy, military health care and	1.2.9	Provide summaries and associated	Receipt of Reports

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	research		documents within 7 working days after hearings.	
SDS10. Written Reports Monthly.	Provide written report by the 15th of the following month, detailing accomplishments and tasks completed in the prior month, as well as travel performed by contractor staff.	1.2.10	98% compliance.	Receipt of Report

Documentation

The COR in addition to providing documentation to the Contracting Officer, must maintain a complete quality assurance file. The file will contain copies of all reports, evaluations, recommendations, surveillance checklists, and any actions related to the Government's performance of the quality assurance surveillance function. All such records will be retained for the life of the contract and forwarded to the Contracting Officer upon completion. These files may be reviewed periodically by the Contracting Officer for compliance.

The COR will use the following Department of Army (DA) forms for surveillance:

- DA Form 5475 – COR Surveillance Schedule
- DA Form 5481 – Tally Checklist
- DA Form 5477 – Customer Complaint Record
- DA Form 5479 – Contract Discrepancy Report